



CITY OF LONG BEACH

LONG BEACH ENERGY DEPARTMENT

TRANSFER OPPORTUNITY (Open to Current City Employees)

CUSTOMER SERVICE REP II – CLASSIFIED (\$ 12.534 - \$ 17.107 per hour)

The Environmental Services Bureau has an opening for a permanent/full-time Customer Service Representative II. This position performs a variety of tasks associated with the billing and coordination of the City's refuse collection services. Position interacts extensively with residents/customers through the ESB Hotline.

EXAMPLES OF DUTIES:

- May act in Lead capacity for Administrative Aide in charge of Hotline.
- Answers a high volume of Hotline calls, answers questions and resolves problems for residents.
- Utilizes City's Utility Billing system.
- Operates CRTs, typewriters, mail opening machines, and other related equipment.
- Accesses account/permit/license/citation transaction information via CRT terminal.
- Obtains data and information from field personnel.
- Files records, documents, reports, and correspondence.
- Interacts with customers and City departments by phone, mail, and in person in processing account/permit/license/citation transactions.
- Performs other duties as required.

DESIRABLE REQUIREMENTS:

- Strong customer service background and skills.
- Basic computer experience including database systems.
- Working knowledge of the City's Utility Billing system.
- Ability to work within deadlines, manage multiple assignments and priorities within a fast-paced environment.
- Possess excellent work habits, ability to be flexible, work cooperatively, and a desire to become an effective team member displaying a professional appearance and demeanor.
- Bilingual English/Spanish or English/Khmer language proficiency.

SELECTION PROCEDURE: Candidates should send a letter of interest and resume or application to:

Long Beach Energy, Personnel & Training Division, Attn: Nerlita Grassi, 2929 E. Willow St., Long Beach, Ca 90806

Resumes/applications will be accepted until the positions are filled. Resumes/applications will be reviewed and the most qualified candidates will be invited to participate in further selection procedures. EQUAL OPPORTUNITY EMPLOYER. This information is available in an alternative format by request to the Payroll/Personnel Office at 570-4683.